



In-bound Transportation

☐ Defense Personal Property System

- ☐ Have you register in DPS if not
- ☐ Log onto www.move.mil, then click on Before you move. Also, check shipment status of your shipment after registration
- ☐ Schedule a delivery by replying to the email received from the local moving company in Vicenza
- ☐ When you in-process transportation please provided us a copy of your orders to include amendments
- ☐ For NTS released shipment, SIT is not authorized in Vicenza. Cost incurred is paid by the individual

☐ SPECIAL SERVICES

- ☐ Claims for Loss and Damage of HHG, visit the Staff Judge Advocate Claims Office at Bldg 241 or call 634-7432 or 0444-71-7432
- ☐ Checking the status of your POV visit International Auto Logistic at www.pcsmypov.com or contact the VPC Vicenza at 634-7760 or 0444-380-262



Contact the Vicenza
Transportation Office at
634-6922 or 0444-71-6922

25 MARCH 2015



Army Strong

Get ahead of the Peak-
Season. Contact
Transportation today!

Out-bound Transportation Helpful Tips

- ☐ Are you Pcsing, Separating, or retiring Within the next 45 days? If so....
 - ☐ Contact Transportation at 634-6922 or 0444-71-6922 for more details and,
 - ☐ Make an appointment with Transportation at least 35 days from your "Availability Date (military orders) or Reporting date (civilian orders) and,
 - ☐ With a copy of your orders, register yourself in DPS at www.move.mil from the convenience of your home or at work . Registration is now required.
 - ☐ Now that you have your "USERID and PASSWORD once again log onto www.move.mil click on Login to DPS an begin your self counseling.
 - ☐ Your shipment pack and pickup dates will be discussed at your Face-to-Face appointment with a counselor at the transportation office
 - ☐ Upon shipment arrival at your destination you will receive an email from the stateside delivery agent to confirm delivery of your shipment
 - ☐ Shipping a POV? Log onto www.pcsmypov.com to schedule turn, and for contact information and location

25 MARCH 2015

VICENZA OUTBOUND TRANSPORTATION INFORMATION SHEET

TRANSPORTATION APPOINTMENT

You must possess a copy of official orders to schedule a transportation appointment. Visit your Transportation Office immediately upon receipt of your official orders authorizing you to ship personal property at Government expense. You will need to fill out an Outbound Transportation Worksheet and provide a copy of your orders before an outbound transportation appointment can be made.

PACK & PICKUP DATES

Plan your pack and pickup dates at least 35 days in advance of your departure to help secure your preferred pack and pickup dates.

WEIGHT ESTIMATOR

Use 1,500 pounds per furnished room as a measure to determine your estimated weight of your HHG. You may use the weight estimator online at http://www.move.mil/dod/before_you_begin/weight_allowance.cfm (takes about one minute and half to open)

WEIGHT ENTITLEMENTS

❖ HHG – Household Goods

Military Personnel: based on your grade & with/without dependents, you are entitled from 5,000 to 18,000 lbs of HHG.

Civilian Personnel: you are entitled to 18,000 lbs of HHG.

❖ UB – Unaccompanied Baggage

Military Personnel: based on your grade, you are entitled from 500, 600, 800, 1000 lbs of UB.

Dependents: 350 lbs for age 12 years & up; 175 lbs for less than 12 years of age.

Civilian Personnel: you are entitled 350 lbs of UB.

Dependents: 350 lbs for age 12 years & up; 175 lbs for less than 12 years of age.

WINE & PRIVATELY OWNED FIREARMS (POF)

To ship wine to the United States, you will need ATF approval. Visit <http://ttb.gov/wine/state-ABC.shtml> & complete the online documentation for your destination state or call.

To ship POF to the United States you will need ATF approval if you do NOT have proof that you previously shipped the POF from the US. Complete the online application (ATF F 5330.3a for CIV or ATF F 5330.3B for MIL) at www.atf.gov submit it as instructed ONLY if you do NOT have prior proof of shipment from the US.

CONTACT INFORMATION

For additional information or questions, contact your Outbound Transportation Office:

Bldg 393, 2nd Fl, Central Processing Facility
Customer Service Hours: (Mon-Fri - 0900-1545)
(Thurs – 1000-1545) CLOSED 1145-1300 Daily
DSN: 634-6922 COMM: 0444-71-6922

DPS Registration for PCS, Sep, Ret is Required Prior to Actual Appointment with a Counselor at the Transportation Office

FULL REPLACEMENT VALUE (FRV)

Military and DoD Civilian personnel are now eligible for FRV for personal property lost, damaged or destroyed while in the care of the Transportation Service Provider (TSP)/Carrier.

To take advantage of FRV, you must report loss/damage within 75 days of delivery on DD Form 1840/1840R or equivalent and file your claim directly with your TSP/Carrier within 9 month of delivery.

Contact your Transportation Office or Military Claims Office for more information. You may find detailed FRV information at www.sddc.army.mil.

CUSTOMER SERVICE SURVEY (CSS)

CSS is a web-based application that will allow YOU to rate the service and performance received from the TSP and DoD during your move. It's important that you complete the online CSS after delivery to help improve the overall moving process and insure that only quality TSPs are sent to your home.

DEFENSE PERSONAL PROPERTY SYSTEM (DPS)

DPS is the one-stop source for managing personal property moves. It automates & simplifies the PCS move process; and provides 24-hour access to personal property shipment information throughout your move.

Few of the key improvements DPS brings to the personal property community: 1.) Convenience – self-counseling 24/7, online claims settlement, 2.) Improved Quality of Experience – DoD customers impact on TSPs selection via CSS. 3.) Improved Data Flow – direct interaction between TSPs and DoD customers. Register at www.move.mil.

SATO TRAVEL ARRANGEMENTS TIPS

Always check your orders for accuracy. Ensure your name and dependent's name(s) are spelled correctly on your orders.

Check your "Availability Date" on your military orders. SATO WILL NOT book departure dates prior to your AVAL DATE. All travel must occur within a 7-day window of the AVAL DATE on orders. In order for SATO to book departure dates beyond the 7-day window, you must present an approved DA Form 31 authorizing you "in-country" leave.

DO NOT make travel arrangements until you have confirmation of your HHG pickup date(s).

For questions or issues regarding official travel, contact the Gov't COTR at DSN: 634-6920, COMM 0444-71-6920, Bldg 393, 2nd Fl., Central Processing Facility.

SATO OFFICIAL TRAVEL OFFICE

Next door to Outdoor Recreation, Bldg 249,
DSN: 634-8351 COMM: 0444 30 3044
Email: VicenzaCTO@cwtsatotravel.com

HELPFUL MOVING TIPS

1. **CLEAN YOUR PROPERTY AND RESIDENCE.** Ensure your items are free of soil/pest infestation. Transportation Service Providers (TSPs)/Carriers can refuse to work in unsanitary environment. Empty trashcans; wash dishes and clothes. If you have a pet, vacuum pet hair from floors and furniture. Consider taking your pet to a friend's house during the pack out.
2. **SECURE YOUR VALUABLES** in a safe location (locked in your car). Passports, airline tickets, wallets, jewelry, must-have documents, etc., anything that you don't want the TSP/carrier to pack.
3. **SEPARATE PRO-GEAR.** PRO items must be packed & weighed separately. Separate your UB items/shipment also.
4. **REMOVE TV** antenna/cable/satellite dishes.
5. **DISCONNECT CABLES** from stereo equipment, computers, etc.
6. **DISASSEMBLE EQUIPMENT:** all outdoor play equipment (playhouses, swing and gym sets, trampolines, portable basketball hoops, etc.) and all home gym and exercise equipment.
7. **REMOVE CURTAINS** and curtain rods or other holders from the walls. Remove racks, hooks, shelves from the walls, cabinets or doors.
8. **DRAIN and DRY WATERBEDS** and hot tubs. The movers will disassemble standard waterbeds only. If complicated construction, please notify outbound transportation office.
9. **DRAIN GAS and OIL** from lawn mowers, snow blowers, and other gas-powered equipment.
10. **FIREARMS:** Remove firing pin (for safety/security) and ensure each one listed with make, model and serial number on the inventory. Ensure you deregister your firearms in advance.
11. **PROVIDE MAKE, MODEL and SERIAL NUMBERS** of stereos, video equipment, TVs, cameras, home computers, etc., to the TSP/carrier for the inventory (this helps with claims).
12. **PREPARE PERSONAL INVENTORY** of "Collectibles," signed paintings, original CDs, DVDs, VHS tapes (by artist and title). The carrier WILL NOT do this. Ensure TSP/carrier inventory states "ORIGINAL" CDs etc., not just quantity.
13. **DISCARD** worn out and unneeded items (this could save you from going overweight).
14. **SEPARATE PERISHABLE and UNAUTHORIZED FOOD** items. The TSP/carrier WILL NOT pack perishable items. They will pack dry and canned goods.
15. **REMOVE PROPERTY** from attic, crawl space, or similar storage area. The TSP/carrier is NOT required to go into these areas that are NOT adequately lighted, do NOT have finished floor, are NOT accessible by permanent stairway, and do NOT allow a person to stand erect.
16. **STAY AT HOME** as long as the packers are at your residence. Leaving to run errands compromises the security of your property and puts the packers in an uncomfortable position.
17. **DON'T SCHEDULE CLEANERS** for the same day as your pack out date(s). Problems could arise that may prevent the cleaners from cleaning and the TSP/carrier from packing your items.
18. **KEEP PHONE SERVICE** until after the pack out, if possible. TSP/Carrier may need to call regarding your move or problems may arise that you need to report to Transportation Office or Quality Control on your pack date.
19. **NO ALCOHOL.** As a courtesy you can offer the packers drinks, but please NO alcohol.
20. **CALL** Vicenza Quality Control at 634-6927/6930/ or 0444-71-6927/6930 if problems arise during your move.

HELPFUL WEBSITES

SATO Travel US Army Europe – Official Travel
<https://www.satovacations.com/home.aspx?search=tours>

It's Your Move Pamphlet:
http://www.move.mil/dod/before_you_begin/prepare_for_your_move.cfm

Personal Property Consignment Instruction Guide – Lists of Personal Property Shipping Office and Country Instructions
<https://tops.ppcigweb.sddc.army.mil/ppcig/menu/home/warning.do>

Surface Deployment and Distribution Command (SDDC)
<http://www.sddc.army.mil/who/default.aspx>

Full Replacement Value (FRV)
[http://www.sddc.army.mil/PP/Defense%20Personal%20Property%20Program%20DP3/Defense%20Personal%20Property%20Program%20\(DP3\)/Claims%20Liability%20Business%20Rules.pdf](http://www.sddc.army.mil/PP/Defense%20Personal%20Property%20Program%20DP3/Defense%20Personal%20Property%20Program%20(DP3)/Claims%20Liability%20Business%20Rules.pdf)

Customer Service Survey (CSS) – Families First
<http://www.sddc.army.mil/Public/Personal%20Property/Families%20First/Phase%20I/Families%20First%20Customer%20Survey>

Defense Personal Property System (DPS) How-to-Guide
http://www.move.mil/dod/before_you_begin/dps_how_to_guides.cfm

Alcohol Beverage Control Boards Listing in US (Wine Permits)
<http://ttb.gov/wine/state-ABC.shtml>

Turn-in or Pickup of Your Privately-Owned Vehicle (POV)
<https://www.pcsmypov.com>

Shipping and Storing Your POV Pamphlets
http://www.move.mil/dod/before_you_begin/privately_owned_vehicles.cfm

REGULATIONS

JTR/DTR
<http://www.defensetravel.dod.mil/site/travelreg.cfm>

DoD 4500.9-R—Defense Transportation Regulations
<http://www.defensetravel.dod.mil/site/travelreg.cfm>

DoD Foreign Clearance Guide
<https://www.fcg.pentagon.mil/>

FORMS

ATF Form 6, Part II (ATF F 5330.3B) for Firearms
<http://www.atf.gov/content/library/firearms-forms>